In the Abstract:

Please delete the Abstract in its entirety and insert the following new Abstract as follows:

ABSTRACT

A non-intrusive speech quality assessment system. A method and apparatus for storing a sequence of intercepted packets associated with a call; storing indication of intercept time of the packet; extracting a set of parameters from the sequence of packets; and generating an estimated mean opinion score. The extracting step comprises generating a jitter parameter for stored packets in dependence upon the difference between the transmission time of a stored packet and the transmission time of a preceding stored packet; and the difference between the intercept time of the stored packet and the intercept time of the preceding packet; and generating a consecutive positive jitter parameter in dependence upon the polarity of the jitter parameter for the stored packet and the polarity of the jitter parameter for any preceding stored packets.